



### **HCRR-based Provider Completes Home Care Aide Certification**

**Snohomish Home Care Referral Registry (HCRR)** offers this account of their first HCRR-based Independent Provider (IP), to successfully complete the new training and certification requirements. The Registry Coordinator, Dena Hall, used a timeline format to address the sensitivity around deadlines for completing various steps. This new IP is also an ESL (Russian speaking) Student:

January 9<sup>th</sup> - Submitted application to HCRR and began process to be an IP.

January 13<sup>th</sup> - Received Name & DOB results.

January 20<sup>th</sup> - Provider matched with and hired by consumer.

January 23<sup>rd</sup> - Completed Orientation, Safety and Contracting, scheduled finger printing and forwarded Provider file to Case Manager.

January 24<sup>th</sup> - Fingerprinting completed, received results February 22<sup>nd</sup>

February 1<sup>st</sup> - HCRR assisted IP to fill out DOH application for certification.

February 27<sup>th</sup> - HCRR assisted IP in calling in her first invoice to SSPS

March 28<sup>th</sup> - Completed Basic Training.

May 2<sup>nd</sup> - HCRR assisted IP to set up account with [myseiubenefits.org](http://myseiubenefits.org), printed out her certificates and assisted filling out Prometric application to test.

May 30<sup>th</sup> - IP took the computer test and passed! She returned later that day to take the skills portion of the test, and passed! Upon leaving, she stopped by HCRR office to express her joy and appreciation.

Needless to say this HCRR Coordinator was able to offer lots of support for this IP throughout the entire process. Thought it a success story we felt was worth sharing!

Footnote: June 12<sup>th</sup> – Provider returned to HCRR office with a letter from the DOH, stating her application was incomplete. They needed a copy of her training certificate. We called DOH, and yes, even if Prometric sends the IP results that they passed, DOH still requires their own copy of the certificate. So HCRR's please note, when your IP's send their cert to Prometric, to also send another one to DOH.